

CLAIMS:

1. An image reproducing apparatus comprising:
 - 5 an image forming part that carries out an image forming and reproducing process;
 - a data storage that stores a plurality of possible problems occurring in connection with the image forming and reproducing process, each problem
 - 10 being stored in association with addressee information;
 - an acquiring unit that acquires problem information when one of the problems occurs in connection with the image forming and reproducing process;
 - 15 an addressee determination unit that selects an addressee corresponding to said one of the problems with reference to the data storage; and
 - a communication unit that reports occurrence of
 - 20 said one of the problems to the selected addressee.
- 25 2. The image reproducing apparatus according to claim

1, wherein the forming and reproducing process includes at least one of a printing process for recording and outputting an image and a reading process for optically reading an original, and the 5 image forming part includes at least one of a printing section that records and outputs the image, and a reading section that optically reads the original.

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3. The image reproducing apparatus according to claim 2, further comprising a printing process management 15 unit that monitors and detects printing problems occurring in connection with the printing process, and a reading process management unit that monitors and detects reading problems occurring in connection with the reading process, wherein the acquiring unit 20 acquires said one of the problems from one of the printing process management unit and the reading process management unit.

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4. The image reproducing apparatus according to claim
1, further comprising a use information retaining
unit that retains use information about the image
5 reproducing apparatus, wherein the communication unit
reports the occurrence of said one of the problems,
together with the use information, to the selected
addressee.

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5. The image reproducing apparatus according to claim
4, wherein the use information contains location
15 information representing the location of the image
reproducing apparatus.

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6. The image reproducing apparatus according to claim
4, wherein the use information contains ID
information for identifying the image reproducing
apparatus.

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7. The image reproducing apparatus according to claim
5 1, wherein the data storage stores one or more
addressees as the addressee information, in
association with said one of the problems.

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8. The image reproducing apparatus according to claim
7, wherein the data storage stores at least one of a
user of the image reproducing apparatus, a system
15 administrator who conducts system administration for
the image reproducing apparatus, and a maintenance
person of the service center, in association with
said one of the problems.

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9. The image reproducing apparatus according to claim
1, further comprising e-mail creating means that
25 creates an e-mail to report the addressee of the

occurrence of said one of the problems, wherein the data storage stores an e-mail address as the addressee information, in association with said one of the problems.

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10. The image reproducing apparatus according to
10 claim 9, wherein the data storage stores a problem ID code in association with said one of the problems, and the e-mail creating means inserts the problem ID code in the subject of the e-mail.

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11. The image reproducing apparatus according to
claim 9, further comprising Web page creating means
20 that creates a Web page containing detailed information about the problems detected in the image reporting and reproducing process.

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12. The image reproducing apparatus according to
claim 11, wherein the e-mail creating means inserts
the URL of the Web page in the subject of the e-mail.

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13. A method for monitoring and reporting problem
10 occurring in connection with an image forming and
reproducing process, the method comprising the steps
of:

15 storing a plurality of possible problems
occurring in connection with the image forming and
reproducing process in advance, each of the problems
being stored in association with addressee
information;

20 detecting one of the problems having occurred in
connection with the image forming and reproducing
process;

25 determining an addressee to which the occurrence
of the detected problem is to be reported, from the
addressee information stored in association with the
detected problem; and

reporting the detected problem to the determined

addressee.

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14. A problem monitoring apparatus connected to an image reproducing apparatus, comprising:
 - a data storage that stores a plurality of possible problems occurring in connection with an image forming and reproducing process carried out in the image reproducing apparatus, each of the problems being stored in association with addressee information;
 - an acquiring unit that receives and acquires problem information from the image reproducing apparatus when one of the problems occurs in the image reproducing apparatus;
 - an addressee determination unit that selects an addressee corresponding to said one of the problems with reference to the data storage; and
 - a communication unit that reports occurrence of said one of the problems to the selected addressee.
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